

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Ozark Biomedical, LLC

Arkansas Manufacturing Solutions

Ozark Biomedical Achieves ISO 9001:2008 Certification

Client Profile:

Ozark Biomedical, LLC rebuilds centrifuge motors, refurbishes centrifuges and sells new and rebuilt centrifuge parts to laboratories and hospitals. The company employs 29 people at its facility in Beebe, Arkansas.

Situation:

Ozark Biomedical wanted to get ISO 9001:2008 registered to help improve and formalize internal processes and differentiate their company from other organizations in their field. The company contacted Arkansas Manufacturing Solutions (AMS), a NIST MEP network affiliate, for help with the ISO implementation process.

Solution:

AMS conducted a gap analysis and report that identified activities Ozark Biomedical needed to complete prior to a registration audit. AMS assisted with developing documentation and processes required by ISO 9001. Sherry Smith, AMS Project Manager, taught an onsite ISO Internal Auditor class for the Ozark team and assisted with the first internal audit. The final activity was a pre-assessment audit and feedback to management in preparation for the final registrar-conducted independent audit. ISO certification provided Ozark Biomedical process improvement with better documentation and employee training and skill improvement. With AMS's assistance, the company saved a minimum of \$25,000 for the initial ISO registration process, and the registration was achieved in only nine months.

As a result of AMS's assistance, Ozark Biomedical now meets the needs of customers that require a Quality Management System in place before they do business. They are better able to meet new and existing customers needs regarding product quality, and the rate of new customer acquisition is greater than forecasted. Ozark Biomedical is experiencing a marked increase in activity and sales in some market segments that were previously lackluster in sales. They are attracting larger clients as well as retaining existing clients and growing their customer base at increased rates, in large part, due to ISO registration.

Results:

- * Achieved ISO 9001 certification.
- * Increased sales by 7 to 10 percent.
- * Achieved a cost avoidance of \$25,000.

Testimonial:

"We had a great, positive experience with the consulting received from Arkansas Manufacturing Solutions. Sherry Smith, the AMS Project Manager and a consummate professional, worked closely

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with us from start to finish in the ISO certification process. Sherry recognized potential pitfalls, kept us grounded, and helped us analyze our procedures. Her support made this entire process possible. We could not have achieved certification on the first attempt without the help of Sherry and AMS."

Bruce Yokley, Co-Owner